BILLING

Function:	Usage Data Delivery Accuracy, Timeliness & Completeness
Measurement Overview:	The accuracy of usage records delivered by BST to the CLEC must provide CLECs with the opportunity to deliver bills at least as accurate as those delivered by BST. Producing and comparing this measurement result for both the CLEC and BST allows a determination as to whether or not parity exists.
Measurement Methodology:	1. **Usage Data Delivery Accuracy = (Total number of usage data packs sent during current month) - (Total number of usage data packs requiring retransmission during current month) / Total number of usage data packs sent during current month** This measurement captures the percentage of recorded usage and recorded usage data packets transmitted error free and in an agreed upon format to the appropriate CLEC, as well as a parity measurement against BST Data Packet Transmission. 2. **Usage Data Delivery Completeness = (Total number of Recorded usage records delivered during the current month that are within thirty (30) days of the message(usage record) create date) / (Total number of Recorded usage records delivered during the current month)** This measurement provides percentage of recorded usage data (BellSouth recorded and usage recorded by other carriers) processed and transmitted to the CLEC within thirty (30) days of the message (usage record) create date. A parity measure is also provided showing completeness of BST messages processed and transmitted via CMDS. 3. **Usage Data Delivery Timeliness = (Total number of usage records sent within six(6) calendar days from initial recording/receipt) / (Total number of usage records sent)** This measurement provides percentage of recorded usage data(BellSouth recorded and usage recorded by other carriers) delivered to the appropriate CLEC within six (6) calendar days from initial recording. A parity measure is also provided showing timeliness of BST messages processed and transmitted via CMDS. **Objective:** The purpose of these measurements is to demonstrate the level of quality and timeliness of processing and transmission of both types of usage data (BellSouth recorded and usage recorded by other carriers) to the appropriate CLEC. **Methodology:** The usage data will be mechanically transmitted or mailed to the CLEC data processing center once daily. Method of delivery is at the option of the CLEC. Timeliness and completeness measures are reported on the same report.

BILLING

Reporting Dimensions:	Excluded Situations:
• CLEC Aggregate • CLEC Specific • BST Aggregate	• None
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Monthly • Record Type ■ BellSouth Recorded ■ Non-BellSouth Recorded	• Report Monthly • Record Type

Usage Data Delivery Accuracy

Reported Month:

Reported Month	Total Data Packs Sent	Total Packs Requiring Retransmission	% Accuracy
CLEC A	X	X	X
CLEC Aggregate	X	X	X
BST Aggregate	X	X	X

Usage Records Timeliness and Completeness

Report Period:

CLEC A			CLEC Aggregate			BST Aggregate		
Days Delay	Total Volume	Cumulative %	Days Delay	Total Volume	Cumulative %	Days Delay	Total Volume	Cumulative %
X	X	X	X	X	X	X	X	X
X	X	X	X	X	X	X	X	X

OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)

Function:	Speed to Answer Performance
Measurement Overview:	The speed of answer delivered to CLEC retail customers, when BST provides Operator Services with Toll Assisted Calls or Directory Assistance on behalf of the CLEC, must be substantially the same as the speed of answer that BST delivers to its own retail customers, for equivalent local services. The same facilities and operators are used to handle BST and CLEC customer calls, as well as inbound call queues that will not differentiate between BST & CLEC service.
Measurement Methodology:	**1. Average Speed to Answer (Toll) =** Σ (Total Call Waiting Seconds) / (Total Calls Served) **2. Percent Answered within "X" Seconds (Toll) =** Derived by converting the Average Speed to Answer (Toll) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than ten seconds. **3. Average Speed to Answer (DA) =** Σ (Total Call Waiting Seconds) / (Total Calls Served) **4. Percent Answered within "X" Seconds (DA) =** Derived by converting the Average Speed to Answer (DA) using BellCore Statistical Answer Conversion Tables, to arrive at a percent of calls answered in less than twelve seconds. **Definition:** Measurement of the average time in seconds calls wait before answer by a Toll or DA operator and the percent of Toll or DA calls that are answered in less than a predetermined time frame. **Methodology:** The Average Speed to Answer for Toll and DA is provided today from monthly system measurement reports, taken from the centralized call routing switches. The "Total Call Waiting Seconds" is a sub-component of this measure, which BellSouth systems calculate by monitoring the total number of calls in queue throughout the day multiplied by the time (in seconds) between monitoring events. The "Total Calls Served" is the other sub-component of this measure, which BellSouth systems record as the total number of calls handled by Operator Services Toll or DA centers. The Percent Answered within ten and twelve seconds measurement for Toll and DA is derived by using the BellCore Statistical Answer Conversion Tables, to convert the Average Speed to Answer measure into a percent of calls answered within ten/twelve seconds. The BellCore Conversion Tables are specific to the defined parameters of work time, # of operators, max queue size and call abandonment rates. Current BellSouth call center switch technology and business operations do not provide mechanized measurements differentiating between human versus machine call answer processing methods.

OPERATOR SERVICES: TOLL ASSISTANCE AND DIRECTORY ASSISTANCE (Toll, DA)

Reporting Dimensions:	**Excluded Situations:**
• Toll Assistance (Toll) in Aggregate • Directory Assistance (DA) in Aggregate • State	• Calls abandoned by customers prior to answer by the BST Toll or DA operator
Data Retained (On Aggregate Basis):	
• Month • Call Type (Toll or DA) • Average Speed of Answer	

Report Formats:
Separate Reports will be produced for Each State in the BellSouth Region:

Operator Services: Toll & Directory Assistance

REPORT: OPERATOR SERVICES TOLL AND DIRECTORY ASSISTANCE
REPORT PERIOD: XX/XX/19XX - XX/XX/19XX
STATE:

	AVERAGE SPEED TO ANSWER (SECONDS)	% ANSWERED WITHIN "X" SECONDS
TOLL ASSISTANCE	X	% within 30 seconds
DIRECTORY ASSISTANCE	X	% within 20 seconds

E911

Function:	Timeliness and Accuracy
Business Implications:	• BellSouth's goal is to maintain 100% accuracy in the E911 database for all its CLEC resale and retail customers by correctly processing all orders for E911 database updates. The 911 database update process ensures that the CLEC's updates are handled in parity with BST's updates. BST uses Network Data Mover (NDM) to transmit both CLEC resale and BST retail E911 updates to SCC (third party E911 database vendor) once per day for the entire region. No processing distinctions are made between CLEC records and BST records. These updates are processed within 24 hours. • CLECs ordering unbundled switching and facility-based CLEC E911 providers are responsible for the accuracy of their data that is input into the E911 database. Facilities-based CLEC record updates are transmitted by the CLEC directly to SCC without any BST involvement. • When BST retail or resale records experience errors in SCC's system, the errors are not returned to BST for correction. Instead, SCC handles and corrects all errors within 24 hours for both CLEC resale records and BST retail records. • BellSouth through its E911 third party vendor provides accuracy and timeliness measurements for BST and its CLEC resale customers. In addition, BellSouth through its E911 third party vendor provides an accuracy and timeliness report for CLECs ordering unbundled switching and facilities-based CLECs.
Measurement Methodology:	1. E911 Timeliness = ∑ (Number of Confirmed Orders) - (Number of Orders missed in Reporting Period) / (Number of Orders Confirmed in Reporting Period) X 100 Definition: Measures the percentage of E911 database updates within a 24-hour period. Methodology: Mechanized metric from ordering system 2. E911 Accuracy = ∑ (Total number of SOIR orders for E911 updates) - |Total number of Service Order Interface Records (SOIRs) with errors generated from Daily TN activity (based on the E911 Local Exchange Carrier Guide for Facility-Based Providers)| / (Total number of SOIR orders for E911 updates) X 100 Definition: Measures the percentage of accurate 911 database updates Methodology: Mechanized metric from ordering system

Reporting Dimensions:	Excluded Situations:
• BST Aggregate (Includes CLEC resale customers) • State and Regional Level	• Any order canceled by the CLEC. • Order Activities of BST associated with internal or administrative use of local services
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Order Submission Date • Order Submission Time • Error Type • Error Notice Date • Error Notice Time • Standard Order Activity • State and Region	• Report Month • Error Type • Average number of error • Standard Order Activity • State and Region

E911

E911 Timeliness

	E911 Timeliness % within 24 Hours
CLEC A	X
CLEC AGGREGATE	X
BST AGGREGATE	X

E911 Accuracy

	E911 Accuracy %
CLEC A	X
CLEC AGGREGATE	X
BST AGGREGATE	X

TRUNK GROUP PERFORMANCE

Function:	Interconnection Trunk Performance
Measurement Overview:	In order to ensure quality service to the CLECs as well as protect the integrity of the BST network, BST collects traffic performance data on the trunk groups interconnected with the CLECs as well as all other trunk groups in the BST network.
Measurement Methodology:	1. **Trunk Group Service Summary**: Contains the service performance results of all final trunk groups (both BST administered trunk groups and CLEC administered trunk groups) between Point of Termination (POT) and BST tandems or end offices. by region, by CLEC, CLEC Aggregate, and BST aggregate. Specifically measures the total number of trunk groups, number of trunk groups measured. and the number of trunk groups which exceed the blocking threshold during their busy hours. 2. **Trunk Group Service Detail:** Provides a detailed list of all final trunk groups between POTs and BST end offices or tandems (A-end and Z-end for BST Local trunks) including the actual blocking performance when blocking exceeds the measured blocking threshold. The blocking performance includes the observed blocking number for a particular Trunk Group Serial Number (TGSN). Blocking thresholds for all trunk groups are 3%, except BST CTTG, which is 2%. Measured Blocking =[(Total number of Blocked Calls)/(Total number of Attempted Calls)] X 100

Reporting Dimensions:	**Excluded Situations:**
• BST Trunk Group Aggregate • CLEC Trunk Group Aggregate • CLEC Trunk Group Specific • State and Region Level	• Trunk Groups for which valid traffic data measurement unavailable.
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State and Region Level • Exception Trunk detail	• Report Month • Total Trunk Groups • Total Trunk Group for which data available • Threshold exceptions • Exceptions percent of the total • State and Region Level • Exception Trunk detail

TRUNK GROUP PERFORMANCE

1. Trunk Group Service Summary

CLEC 1

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
CLEC Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

CLEC Aggregate

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x
CLEC Administered											
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

TRUNK GROUP PERFORMANCE

BellSouth CTTG Trunk Group

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 2% observed blocking	x	x	x	x	x	x	x	x	x	x	x

BellSouth Local Network

BST Administered	AL	GA	KY	LA	MS	NC	NF	SC	SF	TN	Region TOTAL
Total Trunk Groups:	x	x	x	x	x	x	x	x	x	x	x
Trk Grps Meas/Proc:	x	x	x	x	x	x	x	x	x	x	x
Tot Grps > 3% observed blocking	x	x	x	x	x	x	x	x	x	x	x

3. Trunk Group Service Detail

CLEC

ORDERED	TGSN	BST SWITCH	CLEC POT	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

BST Common Transport Trunk Group

ORDERED	TGSN	TANDEM	END OFFICE	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

BST Local Network

ORDERED	TGSN	A-End	Z-End	DESC	OBSVD MAX BLKG	HR	TKS	VAL DAYS	NBR RPTS	RMKS
X	X	X	X	X	X	X	X	X	X	X

TRUNK GROUP PERFORMANCE

Trunking Definitions

Field Name	Description	Data Type
Switch	Identifier for the BellSouth end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
POT	Identifier for the CLEC Point of Termination(POT)of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
TGSN	Unique trunk group identifier. (Trunk Group Serial Number)	AlphaNum(8)
TANDEM	Identifier for the BellSouth Tandem end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(11)
END OFFICE	Identifier for the BellSouth End Office of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
A-END	Identifier for the BellSouth Originating/Low Alpha end of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI)	AlphaNum(11)

	code.	
Z-END	Identifier for the BellSouth Terminating/High Alpha end of the Trunk Group. Part of 37 character Common Location Language Identifier(CLLI) code.	AlphaNum(11)
DESCRPT	Describes function/operation of the Trunk Group. Part of 37 character Common Language Location Identifier(CLLI) code.	AlphaNum(15)
OBSVD BLKG	Blocking ratio determined from traffic data measurement.(Total number of calls blocked/Total number of calls attempted)	Numeric
HR	Time of day when the maximum observed blocking was recorded.	Numeric

TRUNK GROUP PERFORMANCE

Trunking Definitions (Continued)

Field Name	Description	Data Type
TKS	Total number of trunks in service in a trunk group	Numeric
VAL DAYS	Total number of valid days of measurement	Numeric
NBR RPTS	Number of consecutive monthly reports for which the trunk group exceeded the measured blocking threshold	Numeric(2)
RMKS	Cause of blocking and/or release plan	AlphaNum

Collocation

Function:	Response Interval, Provisioning Interval and Timeliness for Providing Collocation Space to a CLEC in a BellSouth Central Office.
Measurement Overview:	Collocation is the placement of customer-owned equipment in BellSouth Central Offices for interconnecting to BellSouth's tariffed services and unbundled network elements. BellSouth offers both Virtual and Physical Collocation and will report its performance on these offerings separately. The milestones in the process for which measurements will be provided is: the average time to respond to a request after we have the complete application; the average time between receiving the bona fide firm order until the space is turned over to the CLEC; and the percentage of due dates on firm orders missed.
Measurement Methodology:	1. Average Response Time = $\sum$ (Request Response Date & Time) - (Request Submission Date & Time)/Count of Request submitted in Reporting Period. Definition: Measures the average time from the receipt of a complete and accurate Collocation Request (including receipt of Application Fees) to the date BellSouth responds in writing. Methodology: Manual 2. Average Arrangement Time = $\sum$ (Date & Time Collocation Arrangement is Complete) - (Date & Time Order for Collocation Arrangement submitted)/Total Numbers of Collocation Arrangements Completed during Reporting Period. Definition: Measures the Average Time from the receipt of complete and accurate Firm Order (including Fees) to date BellSouth completes the Collocation Arrangement [Called "BellSouth complete date". Assumes space and construction complete and network infrastructure complete.] Methodology: Manual 3. % of Due Dates Missed = (Number of Orders not completed w/i ILEC committed Due Date during reporting period) / (Number of Orders scheduled for completion in reporting period) X 100. Definition: Measures the percent of Collocation space request, including construction and network infrastructure, that are not complete on the due date. Methodology: Manual

Reporting Dimensions:	Excluded Situations:
• State and Regional Level • Virtual • Physical	• Any order canceled by the CLEC. • Time for BST to obtain any permits • Collocation contract negotiations
Data Retained Relating to CLEC Experience:	**Data Retained Relating to BST Performance:**
• Report Month • CLEC Order Number • Application Submission Date • Firm Order Submission Time • Space Acceptance Date	• Report Month • Application • Application Response • Firm Order • BST Completion Data

Appendix A: Reporting Scope

Standard Service Groupings	*Pre-Order, Ordering* • Resale Residence • Resale Business • Resale Special • Local Interconnection Trunks • UNE • UNE - Loops w/LNP *Provisioning* • UNE Non-Design • UNE Design • UNE Loops w/LNP • Local Interconnection Trunks • Resale Residence • Resale Business • Resale Design • BST Trunks • BST Residence Retail • BST Business Retail *Maintenance and Repair* • Local Interconnection Trunks • UNE Non-Design • UNE Design • Resale Residence • Resale Business • BST Interconnection Trunks • BST Residence Retail • BST Business Retail Local Interconnection Trunk Group Blockage • BST CTTG Trunk Groups • CLEC Trunk Groups

Appendix A: Reporting Scope

Standard Service Order Activities *These are the generic BST/CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.*	• New Service Installations • Service Migrations Without Changes • Service Migrations With Changes • Move and Change Activities • Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types:	• Address • Telephone Number • Appointment Scheduling • Customer Service Record • Feature Availability
Report Levels	• CLEC State • CLEC Region • Aggregate CLEC State • Aggregate CLEC Region • BST State • BST Region

Appendix B: Glossary of Acronyms and Terms

A	ACD	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level.
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests/service orders.
	ATLASTN	ATLAS software contract for Telephone Number
B	BILLING	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRC	Business Repair Center - The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	CKTID	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - BellCore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.
	COFIUSOC	COFFI software contract for feature/service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.

Appendix B: Glossary of Acronyms and Terms

D	**DESIGN**	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	**E911**	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	**FLOW-THROUGH**	In the context of this document, orders that are processed mechanically without human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.
G		
H	**HAL**	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	**ISDN**	Integrated Services Digital Network
K		

Appendix B: Glossary of Acronyms and Terms

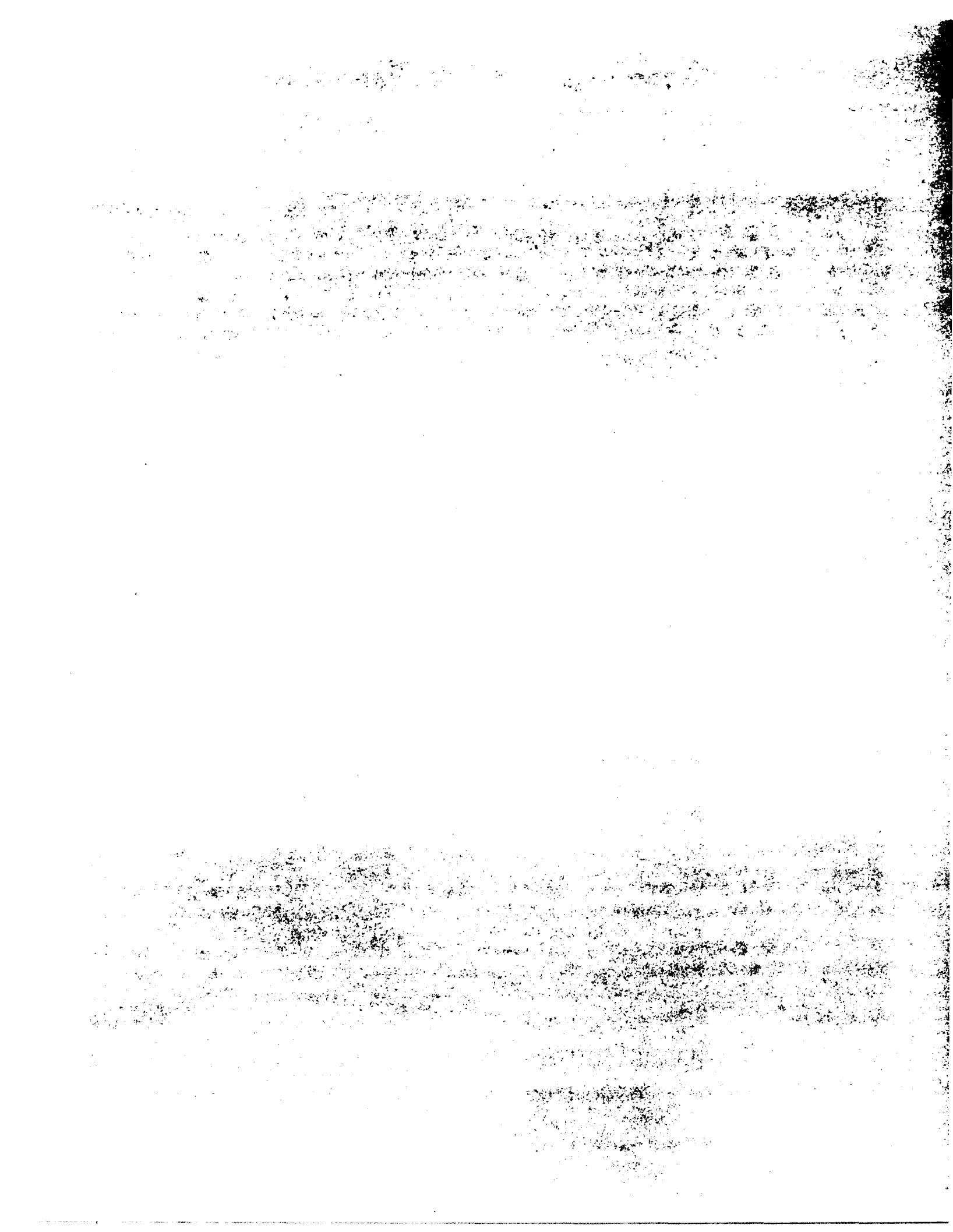
L	**LCSC**	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations.
	LEGACY SYSTEM	Term used to refer to BellSouth Operations Support Systems (see OSS)
	LENS	Local Exchange Negotiation System - The BellSouth LAN/web server/OS application developed to provide both preordering and ordering electronic interface functions for CLECs.
	LEO	Local Exchange Ordering - A BellSouth system which accepts the output of EDI, applies edit and formatting checks, and reformats the Local Service Requests in BellSouth Service Order format.
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System which stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities.
	LMOS HOST	LMOS host computer
	LMOSupd	LMOS updates
	LNP	Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request - A request for local resale service or unbundled network elements from a CLEC.
M	**MAINTENANCE & REPAIR**	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved.
	MARCH	A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.
N	**NC**	"No Circuits" - All circuits busy announcement

Appendix B: Glossary of Acronyms and Terms

O	OASIS	Obtain Availability Services Information System - A BellSouth front-end processor which acts as an interface between COFFI and RNS. This system takes the USOCs in COFFI and translates them to English for display in RNS.
	OASISBSN	OASIS software contract for feature/service
	OASISCAR	OASIS software contract for feature/service
	OASISLPC	OASIS software contract for feature/service
	OASISMTN	OASIS software contract for feature/service
	OASISNET	OASIS software contract for feature/service
	OASISOCP	OASIS software contract for feature/service
	ORDERING	The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth.
	OSPCM	Outside Plant Contract Management System - Provides Scheduling Information.
	OSS	Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions.
	OUT OF SERVICE	Customer has no dial tone and cannot call out.
P	POTS	Plain Old Telephone Service
	PREDICTOR	The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities.
	PREORDERING	The process and functions by which vital information is obtained, verified, or validated prior to placing a service request.
	PROVISIONING	The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions.
	PSIMS	Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer.
	PSIMSORB	PSIMS software contract for feature/service
Q		
R	RNS	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format.
	RRC	Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers.
	RSAG	Regional Street Address Guide - The BellSouth database which contains street addresses validated to be accurate with state and local governments.
	RSAGADDR	RSAG software contract for address search
	RSAGTN	RSAG software contract for telephone number search

Appendix B: Glossary of Acronyms and Terms

S	SOCS	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process.
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	TAFI	Trouble Analysis Facilitation Interface - The BellSouth Operations System which supports trouble receipt center personnel in taking and handling customer trouble reports.
	TN	Telephone Number
U	UNE	Unbundled Network Element
V		
W	WTN	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:



LISA

STATE OF NORTH CAROLINA
UTILITIES COMMISSION
RALEIGH

DOCKET NO. P-55, SUB 1022

BEFORE THE NORTH CAROLINA UTILITIES COMMISSION

In the Matter of Application of BellSouth Telecommunications, Inc., to Provide In-Region InterLATA Services Pursuant to Section 271 of the Telecommunications Act of 1996	)	ORDER REGARDING SECTION 271 REQUIREMENTS

HEARD: September 22, 1997 - October 1, 1997, Commission Hearing Room 2115, Dobbs Building, 430 North Salisbury Street, Raleigh, North Carolina

BEFORE: Chairman Jo Anne Sanford, Presiding; and Commissioners Allyson K. Duncan, Ralph A. Hunt, Judy Hunt, William R. Pittman, J. Richard Conder, and Robert V. Owens, Jr.

APPEARANCES:

For BellSouth Telecommunications, Inc.:

A. S. Povall, Jr., General Counsel - North Carolina, William J. Ellenberg, II, General Attorney, Edward L. Rankin, III, General Attorney, and J. Phillip Carver, General Attorney, BellSouth Telecommunications, Inc., 1521 BellSouth Plaza, P.O. Box 30188, Charlotte, North Carolina 28230

For BellSouth Long Distance, Inc.:

James P. Cain and M. Gray Styers, Kilpatrick Stockton, Attorneys at Law, Post Office Box 300004, Raleigh, North Carolina 27622

For AT&T Communications of the Southern States, Inc.:

Kenneth P. McNeely, Senior Attorney, Steve Matthews, Margaret Rhodes, Francis P. Mood, William Stoughton, and Kenneth W. Lewis, AT&T Communications of the Southern States, Inc., 1200 Peachtree Street, Atlanta, Georgia 30309

For Business Telecom, Inc.:

Elizabeth Faecher Crabill, Associate General Counsel, Business Telecom, Inc., 4300 Six Forks Road, Raleigh, North Carolina 27609

For CaroNet, LLC:

Steven Carr, CaroNet, LLC, Two Hanover Square, Suite 1860, 434 Fayetteville Street, Raleigh, North Carolina 27601

Robert W. Kaylor, Attorney at Law, Suite 480, 225 Hillsborough Street, Raleigh, North Carolina 27603

For DeltaCom, Inc.:

Douglas J. Tate, Robert F. Page, and Cynthia M. Currin, Crisp, Page & Currin, LLP, Attorneys at Law, 1305 Navaho Drive, Suite 302, Raleigh, North Carolina 27612

Nanette S. Edwards, DeltaCom, Inc., 700 Boulevard South, Suite 101, Huntsville, Alabama 35802

For ICG TeleCom Grr up, Inc., KMC TeleCom, Inc., and TCG of the Carolinas, Inc.:

Henry C. Campen, Jr., Parker, Poe, Adams, and Bernstein, Attorneys at Law, 150 Fayetteville Street Mall, Suite 1400, Raleigh, North Carolina 27602

For Intermedia Communications, Inc.:

John R. Wallace, Wallace, Creech and Sarda, Attorneys at Law, 3605 Glenwood Avenue, Suite 240, Raleigh, North Carolina 27612

Jonathan E. Canis, Kelley, Drye, and Warren, LLP, 1200 19th Street, NW, Fifth Floor, Washington, D.C. 20036

For MCI Telecommunications Corporation:

Ralph McDonald and Cathleen M. Plaut, Bailey & Dixon, LLP, Attorneys at Law, Post Office Box 1351, Raleigh, North Carolina 27602-1351

Richard D. Melson, Hopping, Green, Sams, and Smith, Attorneys at Law, 123 South Calhoun Street, Tallahassee, Florida, 32301

Susan J. Berlin, MCI Telecommunications Corporation, Suite 700, 780 Johnson Ferry Road, Atlanta, Georgia 30342

For Sprint Communications Company L.P.:

Benjamin W. Fincher, Sprint Communications Company L.P., 3100 Cumberland Circle, Atlanta, Georgia 30033

Nancy Benteon Essex, Poyner and Spruill, Attorneys at Law, Post Office Box 10096, Raleigh, North Carolina 27605

For The Alliance of Independent Telephone Companies and Concord Telephone Company:

James H. Jeffries, IV and Jerry W. Amos, Amos and Jeffries, LLP, Post Office Box 787, Greensboro, North Carolina 27402

For Time Warner Communications of North Carolina, L.P., and the North Carolina Cable Telecommunications Association:

Wade H. Hargrove, Marcus W. Trathen, Brooks, Pierce, McLendon, Humphrey, and Leonard, Attorneys at Law, Post Office Box 1800, Raleigh, North Carolina 27602

For WorldCom, Inc., and Competitive Telecommunications Association:

James P. West, Evans, West and Woods, PA, Attorneys at Law, Post Office Box 2777, Raleigh, North Carolina 27602

For the Using and Consuming Public:

Antoinette R. Wike, Chief Counsel, Paul L. Lassiter, Staff Attorney, and Amy Barnes Babb, Staff Attorney, Public Staff, Post Office Box 29520, Raleigh, North Carolina 27626-0520

Karen E. Long, Assistant Attorney General, North Carolina Department of Justice, Post Office Box 629, Raleigh, North Carolina 27602

BY THE COMMISSION: On August 5, 1997, BellSouth Telecommunications, Inc. (BellSouth), filed with the North Carolina Utilities Commission (Commission), pursuant to the Commission's Orders in this docket of August 21, 1996 and April 24, 1997, its Notice of Intent to File, on or after December 3, 1997, a 42 U.S.C. 271 Application for InterLATA Authority with the Federal Communications Commission (FCC). In its notice, BellSouth requested that the Commission set this matter for hearing to respond to the FCC's request for consultation pursuant to Section 271(d)(2)(B) of the Telecommunications Act of 1996 (TA96 or the Act); to consider, evaluate, and approve BellSouth's Statement of Generally

Available Terms (SGAT) pursuant to Section 252(f) of the Act; to find that BellSouth's SGAT meets the requirements of the 14-point checklist set forth in Section 271(c)(2)(B) of the Act; to establish an information-gathering process to determine the presence in North Carolina of one or more "unaffiliated competing providers of telephone exchange service to residential and business subscribers;" and to find that the request of BellSouth Long Distance, Inc. (BSLD) to enter the long distance market in North Carolina is consistent with the public interest, convenience and necessity in accordance with Section 271(d)(3)(C) of the Act.

By Order dated August 11, 1997, the Commission scheduled the matter for hearing beginning at 1:00 p.m. on Monday, September 22, 1997, required all competing local providers (CLPs) certificated by the Commission to file monthly reports to a series of questions attached to the Order beginning on the first day of December 1997, and scheduled testimony and proposed order filing dates. The parties were required to file their list of witnesses, the preferred order for those witnesses, and approximate cross-examination times by Wednesday, September 17, 1997.

On August 29, 1997, MCI Telecommunications Corporation (MCI) and AT&T Communications of the Southern States, Inc. (AT&T) jointly filed a Motion to Dismiss BellSouth's Notice of Intent. On September 3, 1997, Time Warner Communications of North Carolina, L.P., (Time Warner) filed a Motion to Dismiss or Suspend the Docket. Sprint Communications Company L.P. (Sprint) filed a Concurrence to these motions on September 5, 1997. On September 5, 1997, BellSouth filed its response in opposition to the Motions to Dismiss. On September 10, 1997, the Commission denied the Motions to Dismiss.

Numerous other motions and pleadings have been filed in this docket, including numerous motions to intervene, and various orders have been issued by the Commission addressing those motions and pleadings. All of those motions, pleadings, and Commission Orders are matters of public record and are contained in the official files maintained by the Chief Clerk of the Commission.

At the evidentiary hearing, which began as scheduled on September 22, 1997, the parties offered the testimony of the following witnesses: BSLD - the testimony of William E. Taylor, Senior Vice President of National Economic Research Associates, Inc.; Michael Raimondi, Executive Vice President of the WEFA Group; John E. Connaughton, Professor of Economics at the University of North Carolina at Charlotte and Director of the North Carolina Economic Forecast; and James G. Harralson, Vice President, General Counsel and Secretary; BellSouth - the testimony of Alphonso J. Varner, Senior Director for Regulatory; Gloria Calhoun, Director of Regulatory Planning; Jerry W. Moore, Director in the Interconnection Operations Department; and W. Keith Milner, Director, Interconnection Operations; Intermedia Communications, Inc. (Intermedia) - the testimony of Julia Strow, Director, Strategic Planning and Industry Policy; AT&T - the testimony of John M.

.amman, Technical Support Manager; Jay Bradbury, Manager in the Local Infrastructure and Access Management Organization; and Katherine N. Dailey, Staff Manager, Local Services Division Negotiations Support; MCI - the testimony of Ronald Martinez, Executive Staff Member II; AT&T and MCI jointly offered the testimony of David Kaserman, Torchmark Professor of Economics at Auburn University, and Richard Cabe, economist; AT&T, MCI, Competitive Telecommunications Association (CompTel), and WorldCom, Inc. (WorldCom) jointly offered the testimony of Joseph Gillan, economist; Sprint offered the testimony of Tom Nelson, Group Manager-Systems Planning and Integration, and Melissa Closz, Director-Local Market Development; TCG of the Carolinas, Inc. (TCG) offered the testimony of Paul Kouroupas, Vice President, Regulatory and External Affairs, and Frank Hoffman, Regional Director of Carrier Relations; KMC Telecom, Inc. (KMC) offered the testimony of Donald Menendez, Manager of Cost Engineering; DeltaCom, Inc. (DeltaCom) offered the testimony of Steven Moses, Vice President of Network Services, which was adopted by Sandra Stisher, Vice President of Information and Services and Account Services; and CaroNet, LLC (CaroNet) offered the testimony of Christopher Darby, President and CEO.

Local Competition in North Carolina

House Bill 161

During the 1995 Legislative Session, the North Carolina General Assembly enacted House Bill 161, entitled "An Act to Provide the Public with Access to Low-Cost Telecommunications Service in a Changing Competitive Environment." This amended Chapter 62 of the North Carolina General Statutes to permit telecommunications public utilities subject to rate of return regulation pursuant to G.S. 62-133 to elect a form of price regulation in lieu of rate of return regulation and to allow competing local providers to enter the local telecommunications market where such entry is determined by this Commission to be in the public interest. House Bill 161 became effective on July 1, 1995, and on October 4, 1995, BellSouth filed an application for an election of price regulation with the Commission under G.S. 62-133.5. BellSouth's application for price regulation was followed on October 23, 1995, by applications for price regulation by Carolina Telephone and Telegraph Company (Carolina) and Central Telephone Company (Central). On November 1, 1995, GTE South Incorporated (GTE) also filed an application for price regulation.

Under G.S. 62-133.5, the Commission is required, *inter alia*, to allow an electing local exchange company such as BellSouth to (1) set and determine its own depreciation rates; (2) rebalance its rates; and (3) adjust its prices in the aggregate, or adjust its prices for various aggregated categories of service, based upon changes in generally accepted indices of prices. This statute requires notice and hearing of applications for a price plan, allows different forms of price regulation between local exchange companies, and requires the Commission to approve price regulation upon finding that the proposed plan:

(1) Protects the affordability of basic local exchange service, as such service is defined by the Commission;
(2) Reasonably assures the continuation of basic local exchange service that meets the reasonable service standards that the Commission may adopt;
(3) Will not unreasonably prejudice any class of telephone customers, including telecommunications companies; and
(4) Is otherwise consistent with the public interest.

On May 2, 1996, the Commission entered Orders in these dockets authorizing Commission-approved Price Regulation Plans for BellSouth, Carolina, Central, and GTE. By those Orders, the above-referenced local exchange companies (LECs) were required, not later than Monday, May 20, 1996, to file statements with the Commission stating whether they would accept and agree to all the terms, conditions, and provisions of the Commission-approved price regulation plans and indicate their willingness to implement those plans effective June 3, 1996. On May 20, 1996, BellSouth, Carolina, Central, and GTE each filed statements of acceptance regarding their respective price regulation plans. By Order entered in Docket No. P-16, Sub 181 on May 30, 1997, the Commission approved a price regulation plan for Concord Telephone Company (Concord). On June 6, 1997, Concord filed a statement of acceptance of that plan.

On July 3, 1995, the Commission received its first applications requesting certification as CLPs when both MCImetro Access Transmission Services, Inc. (MCImetro), and Time Warner filed for certificates. On March 12, 1996, the Commission issued its first order granting a CLP certificate. That certificate went to MCImetro. Shortly thereafter, the Commission issued CLP certificates to AT&T, Sprint, and GTE. As of October 1, 1997, the Commission had issued CLP certification to more than 30 applicants, including many of the intervenors in this Section 271 proceeding.

The Telecommunications Act of 1996

On February 8, 1996, President Clinton signed into law the Telecommunications Act of 1996. Section 252 of the Act provides that an incumbent local exchange carrier (ILEC) receiving a request for interconnection may negotiate and enter into a binding agreement with the requesting telecommunications carrier. The Act further provides in Section 252(b) that during the period from the 135th to the 160th day after the date on which an incumbent carrier received a request for negotiation under this section, the carrier or any party to the negotiations may petition a State Commission to arbitrate any open issues.

On July 17, 1996, AT&T filed a petition with the Commission pursuant to Section 252(b) of TA96 and G.S. 62-110(f), requesting that this Commission arbitrate certain terms and conditions with respect to interconnection between AT&T, as the petitioning party, and BellSouth. On August 23, 1996, MCI filed a petition also requesting that this Commission